



# RETURN TO PRACTICE

Guidance for the Safe Return to  
Face to Face appointments for  
Soft Tissue Therapists

14<sup>th</sup> July 2020

## Contents

Introduction.....	2
<b>General Health .....</b>	<b>3</b>
Therapists .....	3
Clients.....	3
<b>Test and Trace .....</b>	<b>4</b>
<b>Clinic Cleanliness .....</b>	<b>4</b>
<b>Use of Face Visor / Face Coverings .....</b>	<b>4</b>
<b>Hand Washing / Hand Sanitiser .....</b>	<b>5</b>
<b>Additional Controls for Multiple Room Clinic Settings.....</b>	<b>5</b>
<b>Additional Controls for Home Visits .....</b>	<b>6</b>
<b>Additional Controls for Home Clinics.....</b>	<b>6</b>
Taping and Strapping.....	6
Rehabilitation Equipment.....	6
<b>Payment .....</b>	<b>7</b>
<b>Clients in the 'At Risk' Group .....</b>	<b>7</b>
<b>Consumables, Coverings and Towels .....</b>	<b>7</b>
<b>Appendix A Risk Assessment Record.....</b>	<b>9</b>
<b>Appendix B. Process flow for Face to Face Appointments .....</b>	<b>16</b>
<b>Appendix C ISRM Return to Practice Covid-19 Checklist .....</b>	<b>17</b>
<b>Appendix D Covid-19 Screening .....</b>	<b>20</b>

## Introduction

This document outlines the return to work guidelines for Soft Tissue Therapists following the COVID-19 outbreak. **The confirmed date for Return to Practice for our sector in England is 13<sup>th</sup> July. We are still awaiting the return to work date for Wales and Scotland.**

**If a 'local lockdown' is imposed in your area, you shall comply with local arrangements.**

This Document is supported by a Risk Assessment (Appendix A), a Process Flowchart (Appendix B), a Checklist (Appendix C).

This document also takes account of the following Government Guidance:

[Working Safely During Coronavirus \(COVID-19\)](#)

[Close Contact Services](#)

We shall remain cautious as we re-start work as the COVID-19 virus is still in circulation at threat Level 3

Level 3	A COVID-19 epidemic is in general circulation	Gradual relaxing of social distancing measures
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*Source: UK Government*

As the virus is still in circulation within the UK, but at a much lower risk, Soft Tissue Therapists will need to take additional precautions whilst conducting their work, to reduce the risk of any spread, and to look after their own welfare and the welfare of their clients, and to fully comply with Government Guidance.

### Main Symptoms of COVID-19

Most people with coronavirus have at least one of these symptoms:

- **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

More information can be found here:

[NHS Coronavirus COVID-19 Symptoms](#)

## Insurance

Before re-starting work ensure your insurance is valid and will cover you for eventualities related to COVID-19. If you hold Balens Block insurance through ISRM you are already covered. However, if you do not hold insure through ISRM then you must get in touch with your own insurer to confirm you are fully insured for eventualities related to COVID-19 before return to practice.

## General

Operate an appointment-only system.

Clients shall be screened for COVID-19 symptoms at time of appointment **through an electronic/online form or through verbal screening, results of which shall be recorded on the Client notes.**

A Consultation and Intake Form can be electronically sent ahead of the appointment to minimise the time spent in the room with your Client. Please find templates in Appendix D.

Clients to arrive at the time of their appointments to avoid people in waiting areas.

Provide Clients with clear guidance on expected client behaviours, social distancing and hygiene when they book their appointment and on arrival. **Display this [Poster](#)** to show you are Covid-19 secure also these [Posters](#) are also useful

**Keep the appointment time appropriate to the treatment you are performing, consider performing pre and post treatment advice/information remotely.**

## General Health

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### Therapists

If you or any member of your household has symptoms of COVID-19 or you have been contacted by the Test and Trace team and advised to self-isolate, you shall self-isolate in accordance with [Government Guidelines](#), along with all household members, and arrange [testing](#) to be conducted. You must cancel all appointments until test results have been confirmed and/or your period of isolation has been completed.

### Clients

When making the appointment, you shall screen if the Client or any member of their household have symptoms of COVID-19, or whether they or any member of their household have been advised to self-isolate.

**If the answer is yes to any of the above, then treatment cannot commence until an isolation period in line with Government Guidance has been completed and the client confirms they are symptom free.**

On entry to your premises for their appointment you shall screen again following the process outlined in Appendix D. If there is any doubt that the client has COVID19 or been in contact with someone who has the virus, then the treatment shall be cancelled until a period of isolation has taken place in line with Government Guidelines.

Although not possible during hands-on treatment, at other times (eg consultation process, note taking, exercise advice) every effort shall be made to maintain social distancing.

If the Client cancels because they are unwell, any cancellation fee shall be waived.

A signed declaration between the Client and Therapist will be required before the treatment to confirm the Client is free of Covid symptoms and can receive treatment.

Please see Appendix D

## Test and Trace

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If anyone in the Therapist's household has been identified as having to self-isolate, via the Test and Trace Team, all treatments shall cease, and you and your household shall go into self-isolation and seek a test in line with NHS guidelines.

When the Client makes the appointment, they need to confirm that they and all members of their household have not been contacted by the Test and Trace team and advised to self-isolate.

If there is a local outbreak / lockdown, your clinic shall close following the advice of the Local Authorities.

## Clinic Cleanliness

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No unnecessary 'clutter' shall be present on surfaces within the clinic. For example, towels, tape, couch roll and exercise equipment shall not be stored openly. Items are to be placed in storage cupboards, plastic containers or removed from the treatment room. No reading materials such as magazines shall be provided in Client waiting areas.

Towels and couch cover shall be changed and washed **at 60 degrees** between each Client. If these cannot be washed immediately, they must be placed either in a sealed plastic bag or storage box and marked 'Dirty Do Not Use'.

The couch shall be wiped clean using an anti-bacterial product between each Client even if a couch cover has been used.

Alternatively, the Therapist could choose not to use a couch cover, however it will lead to a shorter life of the outer couch fabric and if it's a two or three sectioned couch it will be more difficult to clean down after use.

A minimum gap of 15 minutes between each Client shall be observed and, during this time, a window and the door to the treatment room shall be opened to improve air flow, thus reducing the risk of any residual airborne contamination being present.

Between each client all door handles on the access/egress route, handrail (if stairs are used), window latch and massage lotion container shall be wiped clean using an anti-bacterial cleaner.

Air conditioning units and fans can be used with extreme caution during treatments. Avoid having turbulent air around the Client's face whilst treating.

The floor of the clinic shall be cleaned at the end of the working day.

The Therapist shall change and launder their clothes at the end of the shift. It is recommended that a check sheet for a cleaning schedule is produced when the treatment room is used by more than one Therapist.

The Therapist shall ensure background noise is minimised to avoid talking loudly (ie playing music loudly) and shall minimise talking when not required. This is to reduce spital which could contain the virus if present.

## Use of Face Visor / Face Coverings

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When hands on treatment takes place a face visor shall be worn in accordance with the [Government Guidelines](#). Physiotherapists, Osteopaths and Chiropractors follow Public Health England (PHE) guidelines

on Infection Control which include PPE whilst our profession falls under Close Contact Services and as such PHE have confirmed that a visor shall be worn when we are close contact with our clients.

Although not mandated in the Government Guidelines, face coverings are advised by the ISRM during Alert Level 3. We recommend they should be worn from meeting the Client until the treatment room has been cleaned, towels and couch cover have been removed, bagged or placed in a washing machine. We also recommend that Clients are encouraged to wear face coverings whilst we remain at Level 3.

It is recommended that you control the entry of your Client to your premises and ensure they have a suitable face covering and they sanitise their hands when entering your premises.

You must avoid touching your face and face covering. Before removing your face covering hands shall be washed or hand sanitiser used.

**When treating the Client around the neck you shall avoid being directly over the Client, avoiding breathing zones. Consider other methods to treat this area. No treatments to be performed on the head or face.**

When the Client is prone, if they feel uncomfortable, they may remove their face covering.

If it's a single-use face covering it shall be safely disposed of.

The face visor shall be wiped clean between Clients using normal cleaning products.

## Hand Washing / Hand Sanitiser

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Before the Client arrives, the Therapist shall wash hands. When the Client arrives, they shall sanitise their hands prior to entering the premises. The Therapist shall again wash or sanitise their hands directly before starting the Treatment.

When the Client leaves, both parties shall either wash or use hand sanitiser on their hands.

Before removing face coverings, hand sanitising or hand washing shall be conducted.

Multi-room settings should consider having posters reminding staff to wash/sanitise their hands.

SEE ALSO TAPING AND STRAPPING

SEE ALSO CLEANLINESS OF CLINIC

## Additional Controls for Multiple Room Clinic Settings

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When making bookings, you must avoid appointments that 'cross over', thus reducing social distancing issues and potential cross contamination.

Keep control of the main entrance to your premises – this is to ensure you can control who is present within your Clinic. This may include keeping the front door locked until you are ready to receive Clients. This will also enable you to perform the pre-treatment checks.

Open internal doors of clinic to improve airflows with the exception of Fire Doors (unless they have approved self-closers synchronised with the fire alarm) and treatment rooms.

Consider signage to encourage social distancing and hand-washing reminders.

In multiroom setting, ensure there is a register of which shifts each therapist worked.

## Additional Controls for Home Visits

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People working from their homes or as mobile therapists in other people's homes should refer to the [Government Guidance](#)

Prior to entering the premises, the Therapist shall confirm with the Client that they and any members of their household have no signs of COVID-19. The bare minimum amount of equipment shall be brought into the Client's house. This includes removing the treatment couch cover before entering the premises.

The Therapist shall sanitise their hands and it is recommended that they don their face covering before entry. It is recommended that the Client shall don their face covering before the Therapist enters their location.

The Client shall ensure that all internal doors are closed to prevent other household members from meeting the Therapist. The Client shall open/close doors for the Therapist.

When hands-on treatment takes place a face visor shall be worn in accordance with the [Government Guidelines](#).

Following the treatment, the therapist shall place any towels and the couch cover into a plastic bag, such as a bin bag. This is to be tied once all items are placed within it, and these are to be washed at the earliest opportunity.

The Therapist shall exit the Client's premises without touching any doors. Doors are to be opened and closed by the Client escorting the Therapist out. Once outside, the Therapist shall wipe down their couch using anti-bacterial cleaner and sanitise their hands before putting it back in their couch case or similar and removing their face cover. If it's not possible to wipe down the couch following the treatment, place the couch in a bin bag or similar and wipe down before next being used.

## Additional Controls for Home Clinics

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Prior to entering the premises, the Therapist shall confirm with the Client that they and any members of their household have no signs of COVID-19. Both Client and Therapist shall sanitise hands and it is recommended that they don a face covering before entering the premises. The Therapist shall be the only person to open doors and escort the Client to the treatment room.

Other members of the household shall not mix with the Client and must be instructed to stay clear whilst Clients are moving between the treatment room and the entry/exit door.

When hands-on treatment takes place a face visor shall be worn in accordance with the [Government Guidelines](#).

### Taping and Strapping

All tape shall be stored away. Before applying any tape, the Therapist shall wash or sanitise their hands. The tape shall be stored away directly after the tape has been cut/applied.

### Rehabilitation Equipment

Any Rehabilitation/Exercise Equipment such as bands or weights shall be wiped clean with an anti-bacterial product. If something is porous, such as a yoga block, it shall be wrapped so the outer surface can be cleaned or disposed.

## Payment

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The Client should pay for treatments either by bank transfer, card or payment link. Exchange of cash should be avoided if possible. If cash is transferred, hands shall be washed/sanitised after transaction. If a card machine has been used it shall be wiped down after use.

## Clients in the 'At Risk' Group

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Prior to treating someone in the '[At Risk](#)' group it is recommended that they seek guidance from a General Practitioner first. There is

### Previously had COVID-19

If your Client previously had COVID-19 and has now recovered, treatment may proceed, unless:

- The Client was hospitalised
- The Client is still taking medication following the illness

In this situation the Client should seek approval from their GP before the treatment can take place.

## Consumables, Coverings and Towels

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All consumables, eg disposable face coverings, used couch roll etc, shall be placed within the general waste for disposal.

All couch covers and towels should be washed immediately where possible, and if not possible, they are to be placed within a sealed plastic bag or container and marked '**Dirty Do Not Use**' until washing is carried out. When removing towels and couch coverings from bags and containers for washing, a face covering shall be donned, and hands washed on completion of the task.



## General Risk Assessment for Soft Tissue Therapists to Re-start Work Following COVID-19 Pandemic

### Persons or environmental aspects at risk / affected groups

<b>Task Reference:</b> COVID-19	A: Therapists	E:
<b>Task Description:</b> Additional precautions to take following COVID-19 pandemic	B: Clients	F:
	C:	G:
<b>Task Location:</b> Treatment Room	D:	H:

### Identify below the hazard(s), including those to the environment, what might be harmed, and the required control measures

#### What is the hazard?

Who or what could be harmed, what happens, and how?	Control measures <i>needed</i> to reduce the risk to ALARP (As Low as Reasonably Practicable)	Control measures <i>already</i> in place	Further control measures to meet ALARP
Treatment Room and access / egress route to treatment room could become contaminated with COVID-19 virus	<p>All door handles to be wiped down with anti-bacterial products between each Client.</p> <p>If stairs are used, handrails are to be wiped down with anti-bacterial products between each Client.</p> <p>Window latches to be wiped down with anti-bacterial products after they have been touched.</p> <p>Fresh towels and couch cover to be used between each Client.</p> <p>Treatment table to be wiped down with anti-bacterial products between each Client.</p>		<p>To be completed by the Therapist at the start and end of the day and between each Client.</p> <p>Therapist to wash hands after the Client has left before removing face cover.</p> <p>If towels and couch cover are not directly placed into a washing machine they shall be stored in a plastic bag, such as a bin bag.</p>

	<p>Massage lotion container to be wiped down with anti-bacterial products between each Client.</p> <p>Window in treatment room to remain open between each Client to increase air flow.</p> <p>Wipe face shield between each Client.</p> <p>Where possible open other doors in a Commercial Clinic or Home Clinic to improve airflow; NOTE not Fire Doors.</p> <p>A minimum of 15 minutes to elapse between each Client in the treatment room. No 'cross over' of Clients in any waiting areas.</p>		<p>Therapist to wipe down surfaces identified with anti-bacterial products between each Client.</p> <p>Wipe face shield between each Client.</p> <p>Space appointments to avoid Clients coming into contact with each other.</p> <p>Control entry of your Clients to your premises.</p>
Therapist, or any household member, has symptoms of COVID-19 or has been contacted by the Test and Trace Team and told to self-isolate	All treatments shall cease.		Self-isolate and seek testing for the virus. If there is an identified outbreak and local 'lockdown' in your area, close Clinic and cancel all pending appointments for that timescale.
Client visits the bathroom	<p>Ensure route is clear so there is no mixing with other members of the household / clinic.</p> <p>Individual hand drying arrangements to be put in place (paper towels or individual flannels).</p>		Ensure separate hand drying arrangements are in place.

	Area where Client touched, door handles, taps, chain etc to be wiped clean with an anti-bacterial wipe.		Wipe clean any surface that may have been touch by the Client when they visited the bathroom.
Therapist may be infected but unaware	<p>The Therapist shall follow any guidance offered if contacted by the Test and Trace Team.</p> <p>The Therapist shall wear a face shield and could wear a face covering when treating.</p> <p>Extreme care should be observed when treating around the head and neck whilst the Client is in the supine position.</p>		<p>If informed that the Therapist has come into contact with someone who has been found to be positive, all treatments shall cease. The Therapist shall self-isolate and obtain a test if requested.</p> <p>Prior to hands-on treatment, the Therapist shall don a face visor. The Therapist shall avoid being in the Clients breathing zone when treating the neck.</p> <p>No treatments to be performed on the head or face.</p>
The Client, or any household member, may have symptoms of COVID-19	<p>When the appointment is made the Client shall be asked if they have any symptoms of COVID-19.</p> <p>When the Client arrives for the appointment, they shall be asked if they have any signs of COVID-19 or if they have been contacted by the Test and Trace Team.</p>		Therapist to ask Client on arrival if they have any of the 4 main symptoms of COVID-19, or if they have been contacted by the Test and Trace Team.

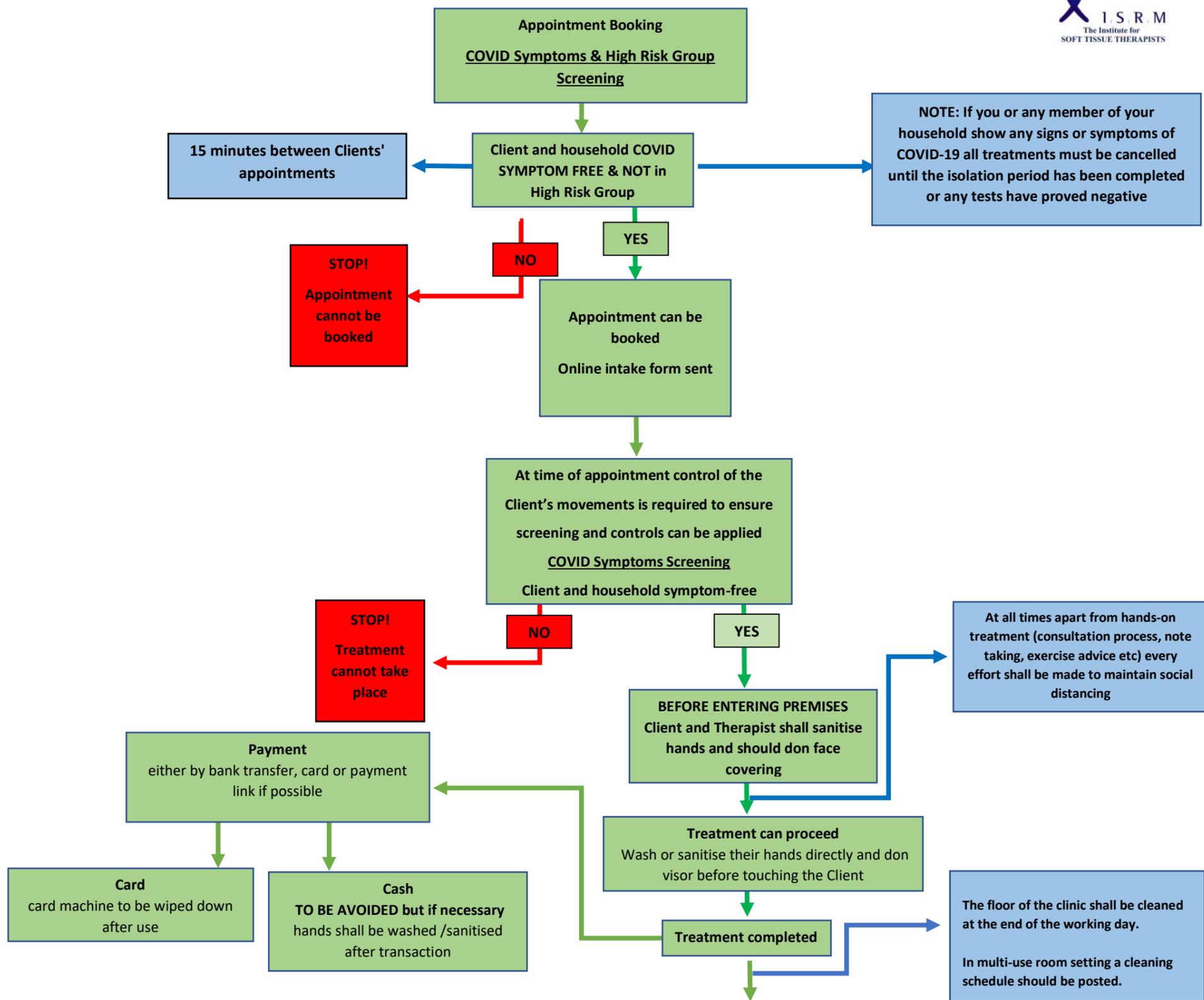
<p>Close contact with the Client could lead to a transmission of COVID-19</p>	<p>When making the appointment the Client is briefed that a face covering is recommended, and anti-bacterial hand sanitiser shall be used.</p> <p>The Therapist shall wear a face visor when hands-on treatment is being performed.</p> <p>A face covering should be worn when the Client is present.</p> <p>The Therapist shall wash their hands prior to the Client arriving and after they have left and before the face covering is donned and doffed.</p> <p>When entering and leaving the treatment room the hands of the Client and Therapist shall be cleaned with hand sanitiser.</p> <p>Limit any time working close to the Client's head and do not work directly over the Client's face.</p>	<p>Therapist shall ensure face visor, face coverings and anti-bacterial gel are available before any treatment commences.</p>	<p>Don face visor prior to any hands-on treatment.</p> <p>Don face covering before meeting Client. Provide the Client with a face covering if they have forgotten theirs or you are not satisfied with their face covering.</p> <p>The Therapist shall wash hands prior to meeting the Client and following the treatment.</p> <p>Ensure hand cleaning protocols are observed.</p> <p>When possible, social distancing shall be observed, for example when demonstrating a stretch or exercise. There shall be no handshakes at the start or end of the treatment.</p> <p>The Therapist shall avoid touching their face and eyes.</p>

	Client shall be advised that payment preference is by card or bank transfer. Cash payments by exception.		Following a cash transaction both parties shall sanitise their hands. If a card machine is used, this shall be wiped down after.
Uncontrolled mixing of people in the Clinic or home setting	<p>Spaced out to prevent Clients arriving at the same time.</p> <p><b>Clinic Setting / Home Clinic</b></p> <p>Therapist shall control the movement of the Client to ensure they do not 'mix'.</p> <p><b>Clinic Setting</b></p> <p>Avoid Client from coming into contact with other Therapists. Consider signage to keep people separate.</p> <p><b>Home Clinic</b></p> <p>Avoid Client coming into contact with other residents.</p> <p><b>Mobile Therapist</b></p>	<p>Appointments to be spaced out to avoid multiple people arriving at the same time.</p> <p>Arrange bookings to avoid 'cross-over' of Clients and Therapists. Review clinic setting and consider signage to remind people of social distancing protocols.</p> <p>Advise other residents not to move into the part of the house where you are treating the Client.</p>	<p>Ensure the Client cannot mix with other household members, or other Clients/Therapists in a clinic setting.</p> <p>Escort Client to avoid them coming into contact with anyone else.</p> <p>Confirm with Client before entering premises. In a multiple use clinic keep a register of staff shift patterns.</p>

	Confirm with Client that any other residents are separate from the route and area you are going to treat in.		
Client uncomfortable when laying in prone position with their head in the hole of the couch when wearing a face covering	<p>Minimise length of time you require the Client to be in this position.</p> <p>Client to avoid wearing medical grade face masks as the metal strip could cause an injury to the bridge of their nose.</p>	Consider using a 'horseshoe' bolster cushion or a rolled towel.	<p>Limit the time that Client has their face in the couch hole in the prone position to a minimum. Consider other positions for this treatment. If uncomfortable, allow the Client to remove their face covering, sanitising hands first.</p> <p>Check regularly with Client that they are comfortable.</p> <p>Cease treatment if they are not comfortable.</p>
Treating Clients in the 'Vulnerable' Category	Request Client to seek advice from their GP before a treatment can proceed.	Check when making booking that their GP has given permission for the treatment.	
Treating Clients who have been hospitalised with COVID-19	There have been reports of 'sticky blood' and blood clotting in cases of COVID-19.	When making the appointment, confirm whether they are on any medication following their illness,	<b>If there are any unusual, new, unexplained skin discoloration/</b>

		or whether they had been hospitalised. If yes, request they seek approval from their GP before treatment can commence.	rashes, stop treatment and advise the Client to seek advice from GP.
Use of ventilation systems or fans within the treatment room which could resuspend droplets	Room extracts to the outside, and open windows to encourage good ventilation. Use of fans and recirculation systems should be used sparingly during the treatment.		Fans and air-conditioning systems may be used sparingly to improve the comfort of the Client and Therapist. However, avoid facing fans directly into potential breathing zone.
Noise in Treatment setting.	Raising of voices or continued talking will increase spittle and, if the virus is present, increase the risk of transfer.		Keep background noise levels down, including music. Reduce the amount of talking.
Taping and Strapping and rehabilitation equipment	Items to be stored away. Therapist to clean hands (wash or use anti-bacterial hand sanitiser) before retrieving items. Clean hands before retrieving equipment and wipe clean any equipment used by the Client before being stored away after use.		Therapist to use hand sanitiser before collecting additional equipment. Therapist to return items to safe storage area directly after cleaning items as appropriate.
<b>I confirm that the controls identified will reduce the risk to as low as reasonably practicable (ALARP) when applied.</b>			
Completed by:		Signature:	Date:

# Appendix B. Process flow for Face to Face Appointments



All consumables, eg disposable face coverings, used couch roll etc placed within the general waste for disposal.

Towels and couch cover changed and washed between each Client or must be placed in a sealed plastic bag or storage box and marked 'Dirty Do Not Use'.

The face visor shall be wiped clean between Clients using normal cleaning products.

Between each Client all door handles on the access/egress route, handrail (if stairs are used), window latch and massage lotion container shall be wiped clean using an anti-bacterial cleaner.

NOTE: When removing towels and couch coverings from bags and containers for washing, the face covering shall be donned and hands washed on completion of the task.

**Additional Control for Multiple Room Clinic Settings**

When making bookings, no 'cross over' appointments.

Keep control of the main entrance to prevent Clients, or other members of the public, from entering your premises before you have performed your pre-treatment checks.

Open internal doors of clinic to improve airflows with the exception of Fire Doors (unless they have approved self-closers synchronised with the fire alarm) and Treatment Rooms.

Keep a register of staff shift patterns

**Additional Controls for Home Visits**

COVID Symptoms & High Risk Group screening prior to entering the premises for Client and their Household.

The Therapist to sanitise their hands and it is recommended to don their face covering before entry.

It is recommended that the Client shall don their face covering before the Therapist enters their location.

The bare minimum amount of equipment shall be brought into the Client's house. This includes removing the treatment couch cover before entering the premises.

The Client shall ensure that all internal doors are closed to prevent other household members from meeting the Therapist. The Client shall open/close doors for the Therapist.

Following the treatment, the Therapist to place all towels and couch cover into a plastic bag which needs to be tied, and contents washed at the earliest opportunity.

Therapist to exit the Client's premises without touching any doors - these are to be opened and closed by the Client escorting the Therapist out. Once outside the Therapist shall wipe down the couch using anti-bacterial cleaner and sanitise hands before putting couch back in couch case and removing their face cover.

**Additional Control for Home Clinics**

COVID Symptoms & High Risk Group screening prior to entering the premises.

The Therapist shall inform the client that they are in good health also.

Both Client and Therapist shall sanitise hands and it is recommended to don face covering before entering the premises.

The Therapist shall be the only person to open doors and escort the Client to the treatment room.

Other members of the Household shall not mix with the Client and must be instructed to stay clear whilst Clients are moving between the treatment room and the entry exit door.

## Appendix C ISRM Return to Practice Covid-19 Checklist

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This checklist supports the ISRM's Guidelines for Returning to Face to Face Appointments. It summarises the necessary changes required by therapists to comply with best practice when returning to work and gives advice on what to look for when purchasing additional safety equipment for your practice. Please note that links to products on the right-hand side of the table are provided by way of example only - the ISRM has no financial interest in any of the businesses. The choice of which products to buy, and ensuring those products meet the guidelines, are the responsibility of the therapist.

We would like to reinforce that, as yet, we have no definite date for returning to practice.

As a continued package of support, this checklist is one of a number of documents prepared by the ISRM for use by its members. The others are:

- **Risk Assessment Templates** for you to customise and individualise for your own working environment
- **Pre-treatment Screening Forms** and Consultation Form templates, which will include all elements relating to Covid-19
- **Updated guidance** on return to practice, as soon as we have more information from the Government

## ISRM Return to Practice Covid-19 Checklist

	NOTES	LINKS
Insurance	If you are not insured through ISRM with Balens please check with your own insurer that you will be covered	<a href="#">Balens</a>
Appointments	<ul style="list-style-type: none"> <li>• Covid-19 and High-Risk Screening Form to be completed at time of appointment through online form or verbal. If verbal is used there shall be a written record.</li> <li>• Client to arrive at time of appointment and not before</li> <li>• ISRM recommends clients to be asked to don a face covering and sanitise their hands before entering</li> <li>• Complete Covid-19 Screening on entry to premises. Signature required. If paper used, therapist to ask question and client to sign. Pen shall be sanitised before and after use. Online form is available and client can use their own phone to access.</li> <li>• Open doors for them so they do not touch surfaces</li> <li>• Allow a minimum of 15 minutes between appointments to avoid any contact between clients</li> </ul>	<a href="#">Wearing a face covering</a>
Hand Sanitiser & Hand Washing	<ul style="list-style-type: none"> <li>• Ensure hand sanitiser is available on entry to your clinic</li> <li>• Client to sanitise their hands before entry to the premises</li> <li>• You shall wash or sanitise your hands again directly before giving treatment and immediately afterwards</li> </ul>	<a href="#">Type &amp; Usage Advice</a> <a href="#">Hand Washing Guidelines</a>
Face Visor / Face Coverings	<ul style="list-style-type: none"> <li>• When hands-on treatment takes place a face visor shall be worn by the therapist in accordance with the <a href="#">Government Guidelines</a>.</li> <li>• During consultation and post hands-on treatment advice, face covering shall be worn</li> <li>• ISRM recommends clients and therapists to don a face covering and sanitise their hands before entering the premises</li> <li>• ISRM recommends therapists to keep face covering on until the towels and couch cover have been removed, bagged, or placed in washing machine and the treatment room has been wiped down and ventilated</li> <li>• Avoid touching your face and face covering</li> <li>• Before putting on or removing your face covering hands shall be washed or hand sanitiser used</li> <li>• The face visor shall be wiped clean between clients using normal cleaning products</li> </ul>	<a href="#">Government Guidelines</a> <a href="#">Face Visors</a> <a href="#">Face coverings</a> <a href="#">Disposable biodegradable face masks</a> <p><b>*Other face coverings are available, the above options are just an idea</b></p>

<b>Couch Protectors &amp; Couch Covers</b>	<ul style="list-style-type: none"> <li>• Couches shall be sanitised between clients, regardless of whether a couch cover is used. Use of a plastic couch protector will help prevent degradation of your couch material</li> <li>• Fabric couch covers shall be changed between clients and washed at a minimum of 60 degrees</li> </ul>	<a href="#"><u>PVC Couch Protector</u></a> <a href="#"><u>PVC Couch Protection</u></a> <a href="#"><u>Fabric Couch Covers</u></a> <a href="#"><u>Fabric Couch Covers</u></a> <a href="#"><u>Flannelette sheets</u></a>
<b>Towels</b>	<ul style="list-style-type: none"> <li>• Towels shall be washed at a minimum of 60 degrees. Quick-drying microfibre towels or flannelettes sheets are a good option</li> </ul>	<a href="#"><u>Microfibre Towels</u></a> <a href="#"><u>Flannelette sheets</u></a>
<b>Cleaning Equipment</b>	Your usual cleaning products should already be effective.	<a href="#"><u>H&amp;S Advice</u></a> <a href="#"><u>Government Advice</u></a>
<b>Sealed Storage</b>	You can use plastic storage boxes with lids for unnecessary clutter and for dirty towels and couch covers until washed. Sanitise the boxes between clients	
<b>Payment</b>	Avoid taking cash payments when possible. You should use a contactless payment system. Ideally, clients should pay before their treatment by direct bank transfer or online payment system	<a href="#"><u>PayPal Link</u></a> <a href="#"><u>Izettle Link</u></a> <a href="#"><u>Sports Injury Fix system</u></a> (ISRM discount)

## Appendix D Covid-19 Screening



### Covid-19 Screening

Client Full Name ..... Dob.....

Contact Phone No.....E-Mail.....

#### Covid-19 Screening when making the appointment

Q1. Have you ever been tested for Covid-19? Yes No

Q2. Have you ever tested positive for Covid -19? Yes No

Q3. If yes, were you hospitalised? Yes No

Q4. Are you currently taking medication for Covid-19? Yes No

**If you have answered Yes to either Q3 or Q4, treatment can proceed once GP approval has been granted.**

Q5. Have you or any member of your household been contacted by the Test and Trace Team and advised to self-isolate? Yes No

**If yes, the treatment can only take place once the period of self-isolation has been completed.**

#### Do you or any member of your household currently have any of the symptoms of COVID-19?

**High temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) Yes No

**New, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual) Yes No

**Loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to usual Yes No

**If the answer is yes to any of the above, then treatment cannot commence until an isolation period in line with Government Guidance has been completed and you can confirm you are symptom free.**

Are you considered to be in the High-Risk Group that was shielding? Yes No

**If Yes, treatment can proceed once GP approval has been granted.**

## **Consent Declaration for Face to Face Appointments during Covid-19**

### **Consent Declaration for Face to Face Appointments during Covid-19**

The information I have given in this form is honest, accurate and correct to the best of my knowledge. I have had the opportunity to ask all the questions about its content, and all of my questions have been answered to my satisfaction. I appreciate that although all reasonable steps to reduce risk of infections have been taken, including screening potential Covid-19 cases and undertaking increased hygiene and distancing protocols there may still be a risk of infection from face to face treatment. I knowingly and willing consent for Face to Face appointment to take place.

Client Signature

Date

### **Data Protection Policy**

"The Clinic fully complies with the most up to date Data Protection Policy and has a transparent approach to Data Processing which empowers individuals to know about the collection and use of their personal data. We collect data for ensuring we have the right information for assessing your suitability to treatment, for completing the appropriate treatment, for contacting you regarding appointment follow-ups and for a referral to GP or other healthcare practitioners if deemed necessary. Your data may be viewed by clinic staff to ensure continuity of care is given and for standards clinic running purposes. In addition, the data may also be shared with NHS Trace and Test if required to minimise the spread of Covid-19. We collect only data that is relevant to those purposes, and we keep it for 7 years. All information held will be treated as strictly confidential and will only be released to any other external party with the consent of the client."

I have read The Clinic's Data Protection Policy and consent to The Clinic processing records as outlined above and understand that I can withdraw my consent on the processing of data at any time.

Client Signature

Date

## Follow up appointments

Signed Therapist	Signed Client	Date

